

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1389

TITLE: CLAIMS AND REHABILITATION SUPERVISOR

GRADE: S-25

DEFINITION:

Under general direction of the Claims Manager, responsible for the supervision of claims adjustment, medical management and rehabilitation activities for Workers' Compensation, automobile, general liability, property and professional liability self-insurance/insurance claims programs; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Claims and Rehabilitation Supervisor is distinguished from the Claims Manager in that the Claims and Rehabilitation Supervisor is responsible for the day to day operation of the Claims and Rehabilitation Programs and the implementation of policy while the Claims Manager is responsible for the integration of the Claims and Rehabilitation Programs into the other programs of the Risk Management Division and the County as a whole, including the development of policy. The position is distinguished from the Claims and Rehabilitation Specialists in that the Specialists focus on specific elements of the programs while the Claims and Rehabilitation Supervisor oversees all elements, including clerical support, to prevent conflicts and ensure overall program goals are met.

ILLUSTRATIVE DUTIES:

Reviews staff work assignments to ensure compliance with program goals and objectives;
Performs analysis of claims and rehabilitation processes to ensure program effectiveness and provides recommendations for appropriate modifications;
Implements policies and procedures related to the claims and rehabilitation program;
Directs claims negotiations where structured settlements, severe loss exposure, or precedent cases are a potential;
Provides oversight and direction for the care of seriously injured employees;
Makes final decision on the disposition of claims;
Directs rehabilitation efforts for employees unable to return to their original position;
Administers procedures for reserving, budgetary reporting, recording, and analyzing claims and insurance data;
In case of litigation, directs County Attorney and Claims Specialist in developing strategy;
Gives overall direction as to how a claim is to be handled;
Develops Annual Liability Claims Report to the Board of Supervisors for presentation by Risk Manager;
Coordinates claims training programs;
Interacts with the County Attorney's Office and agency personnel in resolving complex claims issues;
Responds to internal and external inquiries pertaining to the County's claims programs;
Determines which cases have rehabilitation aspects and which do not;
Manages day-to-day operations.

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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of tort liability and Virginia Workers' Compensation laws;
Knowledge of legal and medical terminologies;
Knowledge of vocational rehabilitation and medical management techniques;
Knowledge of claims investigation, adjustment, and settlement techniques;
Knowledge of effective supervisory methods, practices, and techniques;
Ability to review and analyze loss runs, interpret data, and provide creative solutions;
Ability to provide technical guidance to subordinate staff;
Ability to communicate effectively both orally and in writing.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:
Graduation from an accredited four-year college or university with a degree in Business Administration, Finance, or related field; PLUS
Four years of progressively responsible experience in the handling of multi-line claims and directing medical management and vocational rehabilitation activities.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: August 12, 1999